

CUSTOMER CHURN ANALYSIS

REPORT

Account Details

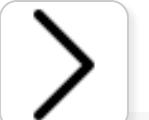
Customer Demographics

Customer Subscriptions



By Elangovan M

CUSTOMER DEMOGRAPHICS



7043

Total Customer's

1869

Churned Customers

26.54%

Churn Rate %

\$456K

Monthly Revenue \$

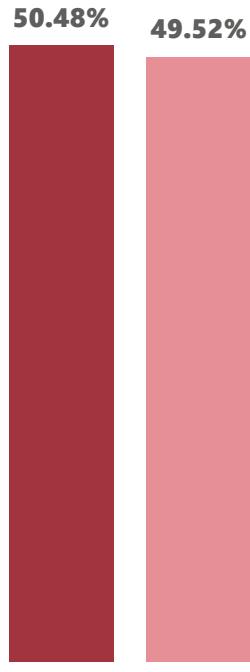
\$139.13K

Monthly Revenue Loss

30.50%

Revenue Loss %

Total Customers



Male

3555

Female

3488

Senior Citizen

1142

Young Citizen

5901

Month-to-m...

3875

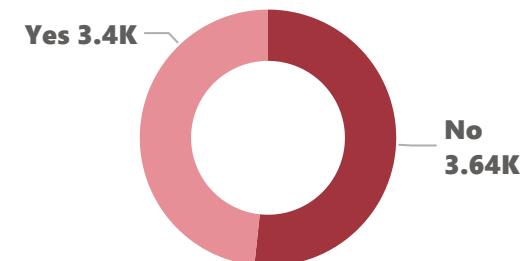
Two year

1695

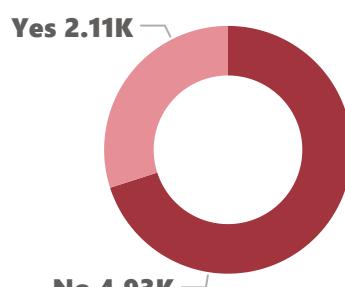
One year

1472

Have Partner ?

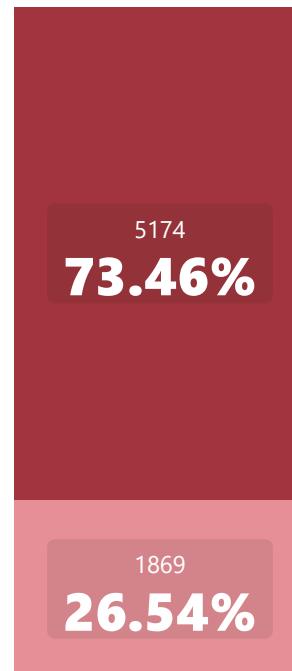


Have Dependents ?



Churned Customers

● Churned Customers ● Retained Customers



ACCOUNT DETAILS



Tickets

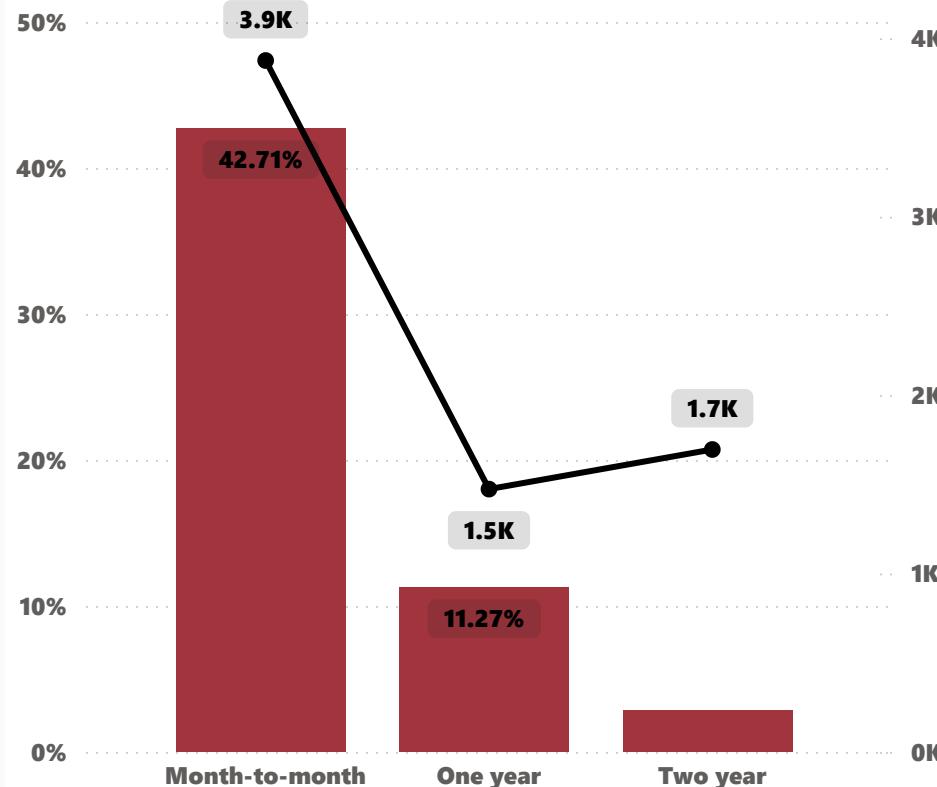
Charges

Payments

Male	Month-to-month	3555	3875
Female	Two year	3488	1695
Senior Citizen	One year	1142	1473
Young Citizen		5901	

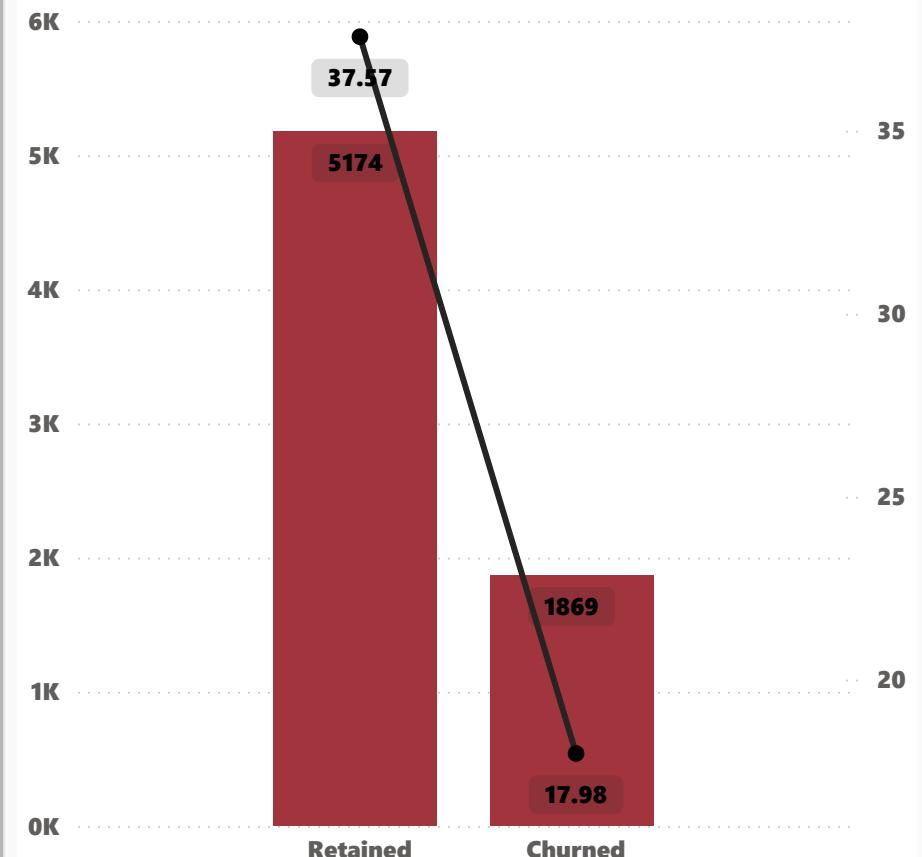
Churn Rate % and Total Customers by Contract

● Churn Rate % — Total Customers



Average of Tenure (in months)

● Total Customers — Average of Tenure





ACCOUNT DETAILS



Tenure

Charges

Payments

Female	Month-to-... 939
Male	One year 930
Senior Citizen	Two year 476
Young Citizen	48
	1393

Number of Admin & Tech Tickets

2173

Tech Tickets

885

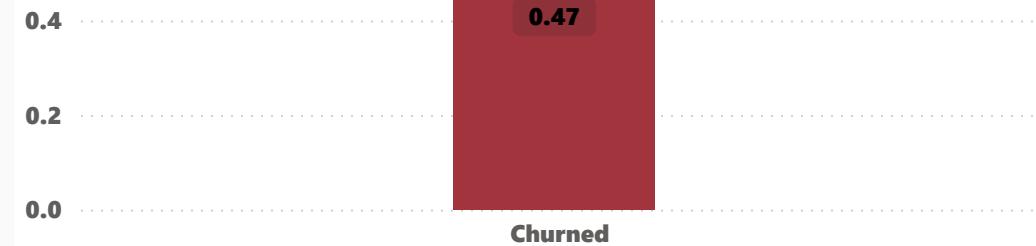
Admin Tickets

Churn Status

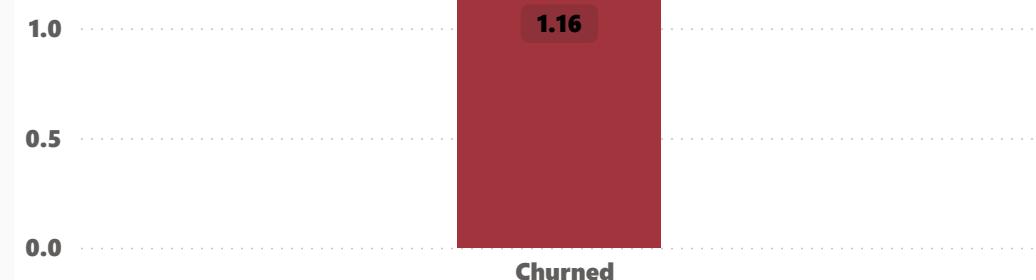
Churned

Retained

Average Number of Admin Tickets



Average Number of Tech Tickets





ACCOUNT DETAILS



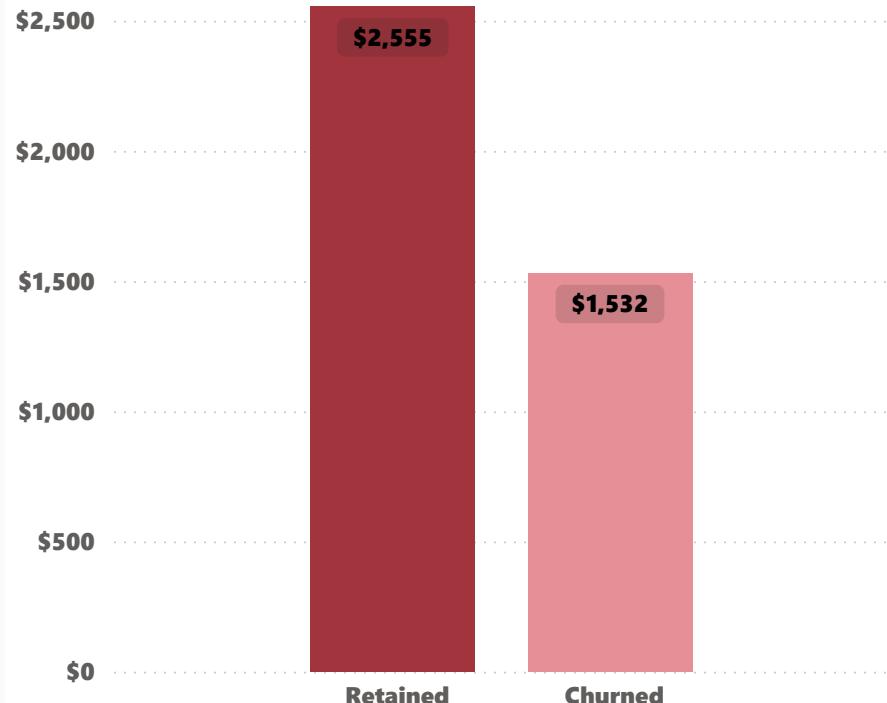
Tenure

Tickets

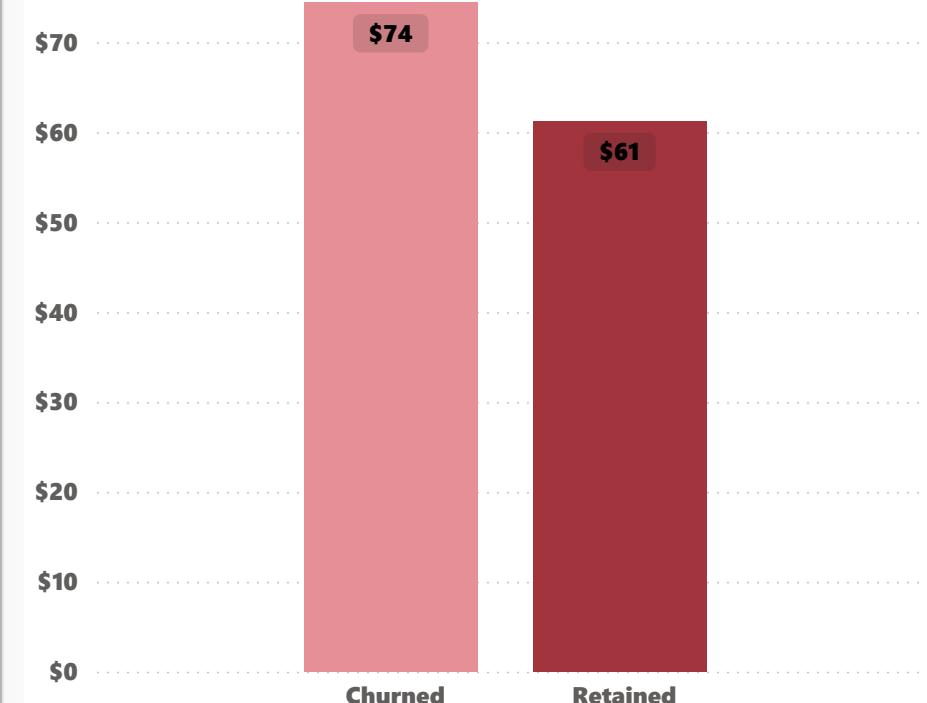
Payments

Male	Month-to-month
3555	3875
Female	Two year
3488	1695
Senior Citizen	One year
1142	1473
Young Citizen	
5901	

Average of Total Charges (in \$)



Average of Monthly Charges (in \$)



ACCOUNT DETAILS



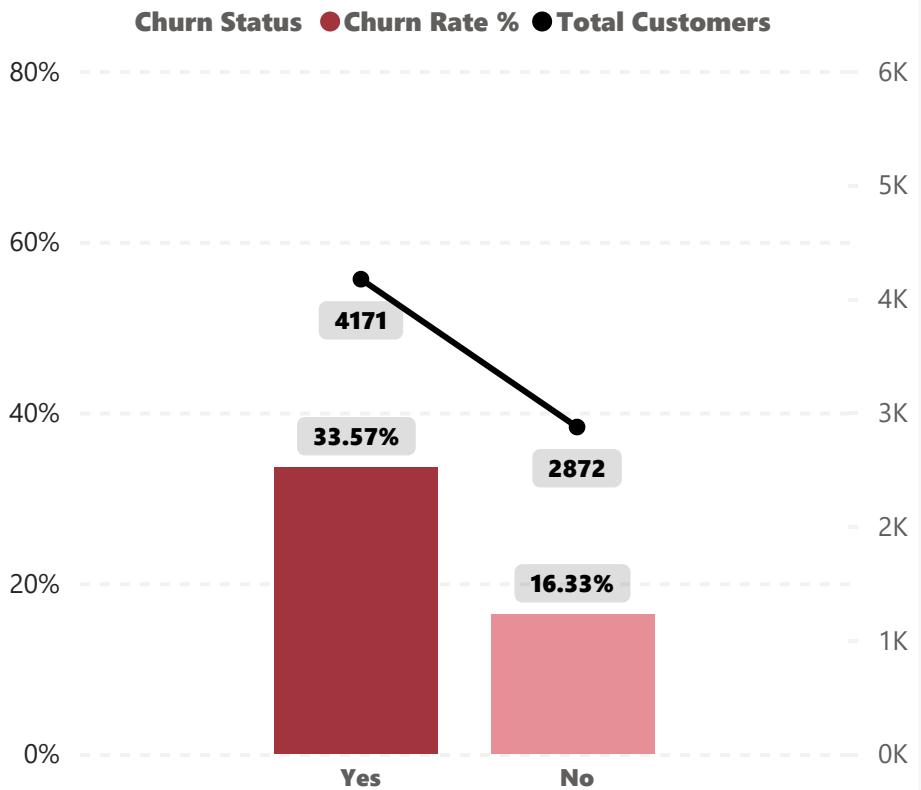
Tenure

Tickets

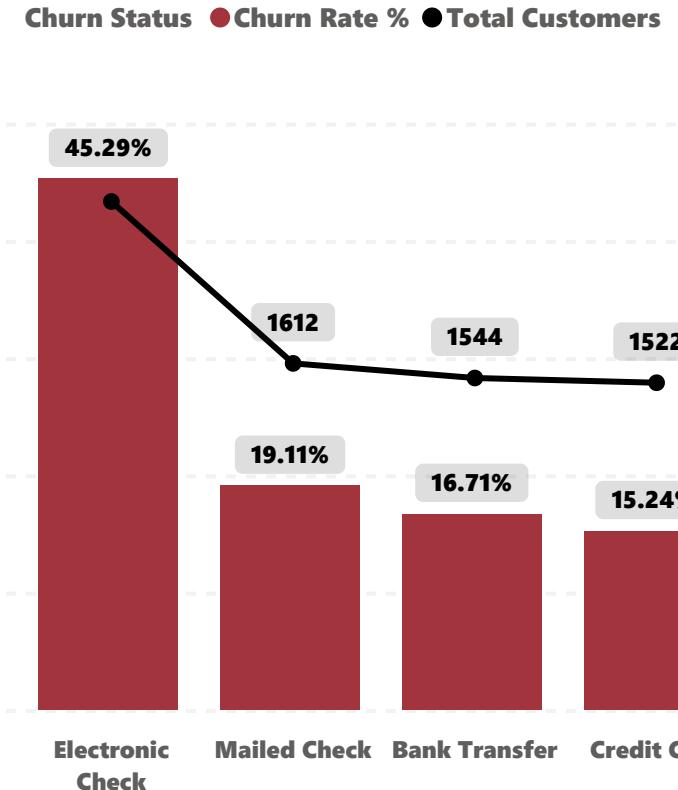
Charges

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Paperless Billing



Paperless Billing



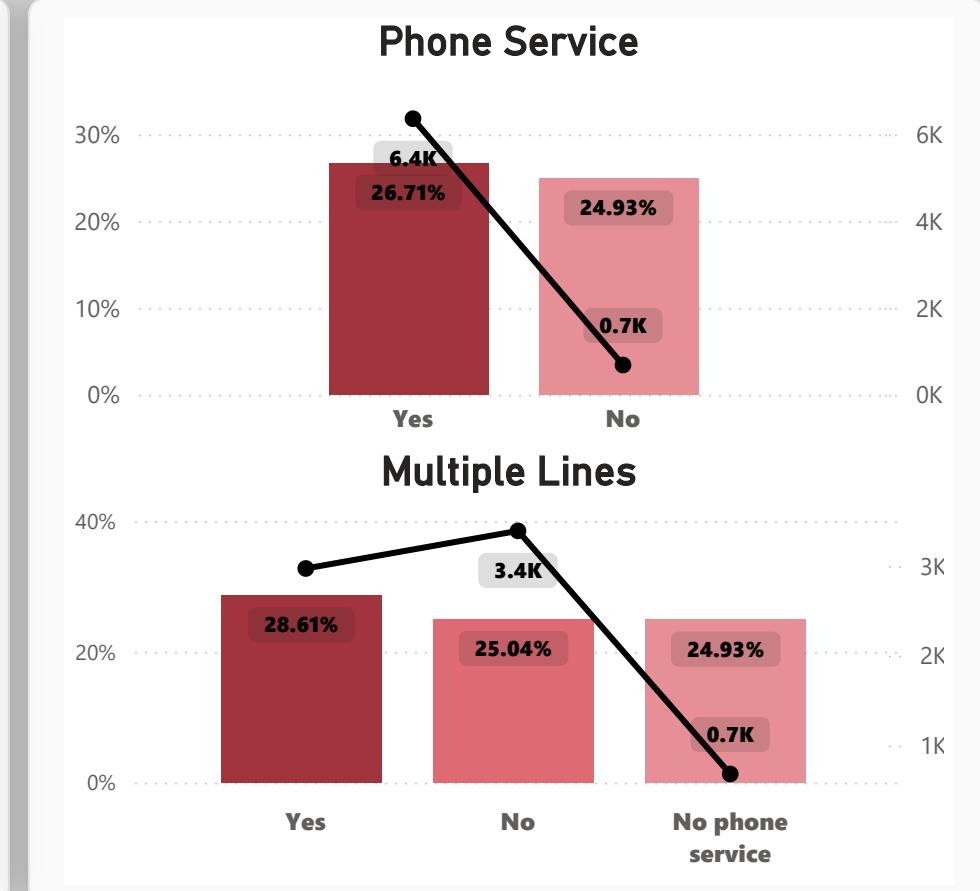
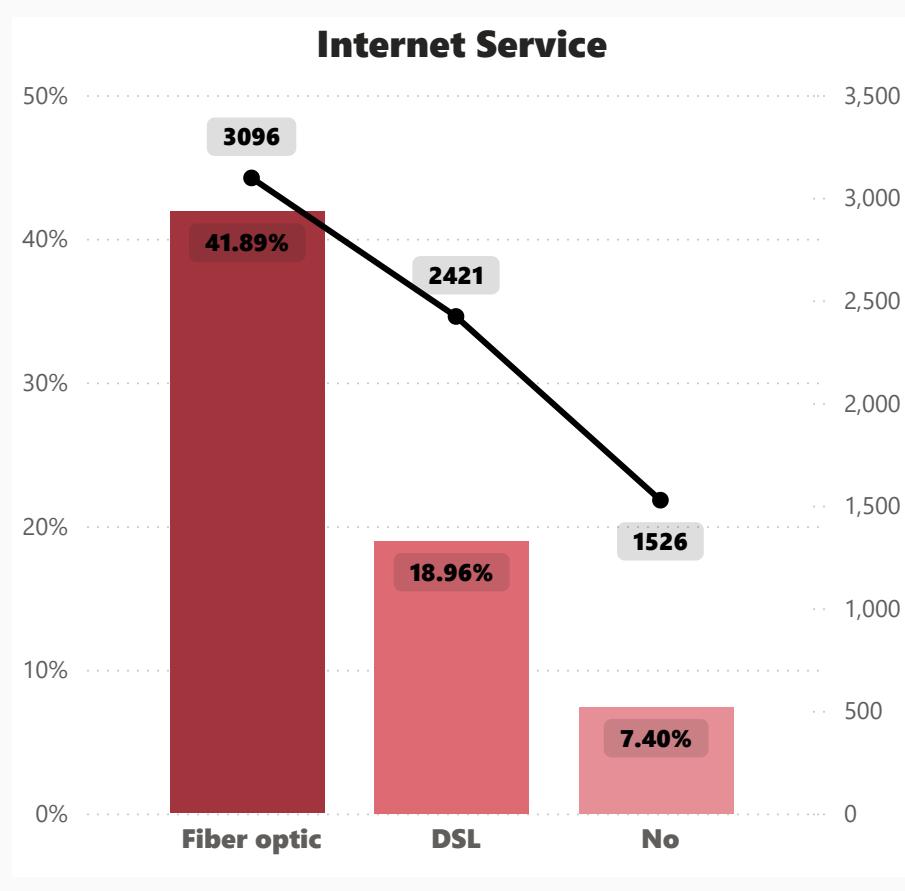


CUSTOMER SUBSCRIPTIONS

Additional Services

Streaming

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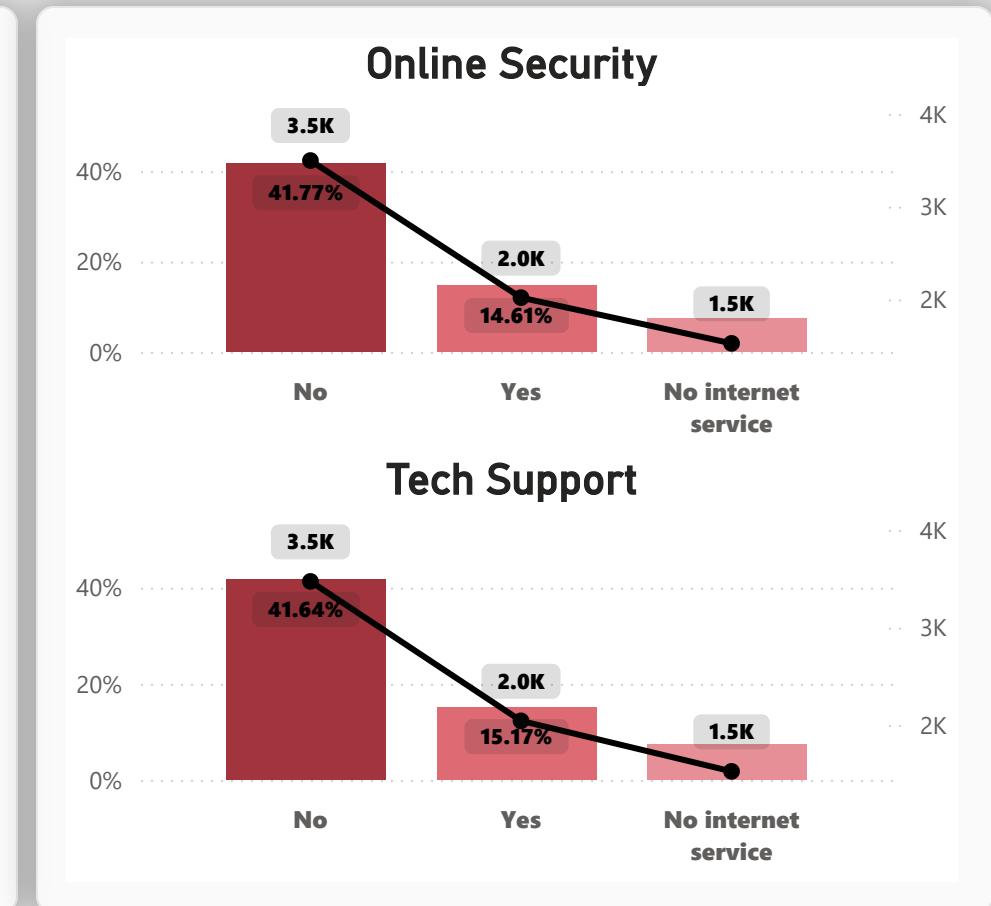
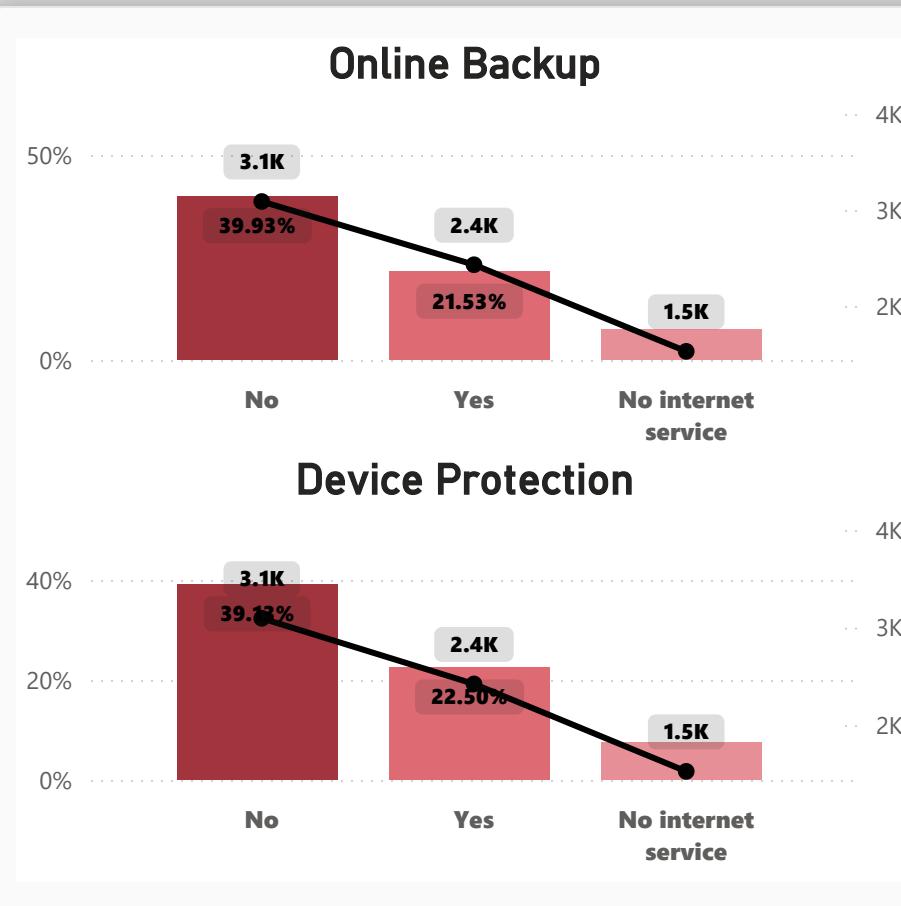
CUSTOMER SUBSCRIPTIONS



Main Services

Streaming

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CUSTOMER SUBSCRIPTIONS

Main Services

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